



DEPARTMENT OF THE NAVY

NAVAL RESERVE READINESS COMMAND

REGION ELEVEN

NAVAL AIR STATION

5100 JEFFERSON BLVD., BLDG. 11

DALLAS, TX 75211-9502

REDCOMREG11INST 7220.1A

N1

26 JAN 1997

COMNAVRESREDCOMREG ELEVEN INSTRUCTION 7220.1A

Subj: RESEARCH STATUS LOG (RSL) PROGRAM WITHIN REGION ELEVEN

Ref: (a) COMNAVRESFORINST 1001.5B
(b) COMNAVRESFOR New Orleans LA 191006Z Jan 96

Encl: (1) REDCOM ELEVEN RESEARCH STATUS LOG

1. Purpose. To set forth policies for reporting, researching and resolution of Selected Reserve pay problems within Naval Reserve Readiness Command, Region Eleven (REDCOM 11).
2. Cancellation. REDCOMREG11INST 7220.1
3. Discussion. Recent changes to the procedures involved in pay problem resolution have necessitated standardization of reporting and researching pay problems within the REDCOM 11 claimancy. Effective 1 January 1996, Naval Reserve Information System Office (NRISO) Help Desk, formerly Commander, Naval Reserve Force (COMNAVRESFOR) (Code 10), as well as Defense Finance Accounting Service (DFAS) discontinued fielding calls from Echelon V activities. This has, in effect, made it mandatory that all pay problems be reported and resolved via RSL only. Coordination and liaison between Reserve centers and REDCOM 11 becomes paramount for timely resolution of pay problems as these new procedures are implemented. COMNAVRESFOR has provided Echelon IV commands with on-line, view only automated tools that are accessible through the Reserve Headquarters Support (RHS) system. These include RTSS(TE), DFAS and IMAPMIS access. The RSTARS mail-bag feature allows the Reserve center to see the problem, provide requested information and see the resolution of a problem as it tracks through the RSL system.
4. Action. Reference (a) directed use of RSL throughout the Naval Reserve and tasked Echelon IV commands to develop local procedures for Echelon IV (Operational Units) and V commands to report pay problems. Reference (b) necessitated changes that are



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effective upon receipt of this instruction:

a. The Naval Reserve Activity (NRA), Naval Reserve Force (NRF) Ships and Mobile Inshore Undersea Warfare (MIUW) (hereafter referred to as field activities) will:

(1) Report only those pay problems that cannot be resolved locally to REDCOM 11 within one day of discovery, by fax, using enclosure (1). A pay problem is defined as incorrect, late or non-payment of drills performed, bonuses or any incentive pays entitled to, or Reserve Montgomery GI Bill benefits. Also include errored gains or RSTARS system errors that cannot be resolved by RSTARS miscellaneous changes (C50) at the NRA level.

(2) Field activities will document the pay problem by completing enclosure (1). Recommended solutions or courses of action are encouraged.

(3) Field activities will immediately forward completed RSL sheets to REDCOM 11 and file a copy alphabetically where it is readily available to all field activity support staff. The system generated RSL number will be annotated on the field activity copy when provided by REDCOM 11 through RSTARS mail.

(4) Active problems will be reviewed weekly and updated with current information. Field activities will inform the member of significant changes and resolutions.

(5) Field activities will establish procedures to ensure personnel responsible for RSLs are provided the RSL related RSTARS mail daily. Daily RSTARS transmissions are necessary to ensure timely receipt of RSL generated mail.

(6) Field activities will ~~not~~ generate a RSTARS transfer on any member who has an active RSL. If the member affiliates with another NRA, field activities will inform the gaining NRA of the problem before they gain the member. Field activities will inform REDCOM 11 of all transfers of members possessing active RSLs by faxing a copy of the orders along with a copy of the RSL to the REDCOM 11 RSL Coordinator.

(7) Field activities will provide requested information



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to REDCOM 11 as soon as practical, but not later than the date specified in the RSL solution text.

(8) The field activity will track each RSL issue until closed by REDCOM 11.

(9) Field activities will institute procedures that will ensure error-free data being entered in the RSTARS data base.

b. REDCOM 11 will:

(1) Upon receipt of completed enclosure (1), log RSL within three working days of notification. Incomplete forms will be returned to the originating field activity.

(2) Immediately annotate enclosure (1) with the RSL reference number and provide it to the servicing field activity via RSTARS mail.

(3) Research problem, recommend course of action, transfer problem to cognizant command and provide initial feedback to servicing field activity via RSTARS mail within five working days of RSL being accepted into the system.

(4) Liaise with servicing field activity via RSTARS mail upon each occurrence of revisiting RSL weekly.

(5) Direct and pass-on action required to resolve the problem to the servicing field activity via RSTARS mail.

(6) Periodically review RSTARS downloads to RNS to ensure field activity compliance with daily transmission requirements.

(7) Inform COMNAVRESFOR of any RSLs that sit in Echelon III accounts for more than two update cycles via RTSS E-mail.

(8) Proactively refine the pay process and support training to prevent pay problems within the REDCOM 11 claimancy.

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5. Forms. Enclosure (1) may be reproduced locally.


J. F. DALRYMPLE
Chief Staff Officer

Distribution: (REDCOMREG11INST 5216.1N)

List B-2

MIUWU 108 Corpus Christi

MIUWU 109 Dallas

MIUWU 113 Oklahoma City

USS AVENGER

USS CHAMPION

USS DEFENDER

USS HERON

USS INCHON

USS ORIOLE

USS PELICAN

USS SENTRY

USS ROBIN

REDCOM ELEVEN RESEARCH STATUS LOG

Privacy Act Statement: Authority to request this information is derived from 5 USC Code 301 Departmental Regulations. Disclosure of name, rank/rate, SSN, address and telephone number is mandatory to research pay and personnel records.

RESERVE ACTIVITY: _____ RSL #: _____
 CENTER POC: _____ DATE: _____
 PHONE (comm): _____ APC: _____
 ACTIVITY UIC: _____ RUIC: _____
 NAME AND RANK: _____ SSN: _____

FIELD RESEARCH

GAIN/TRF PROBLEMS

IDT PROBLEMS

TYPE GAIN (CODED): _____ IDT'S ALLOWED: # _____
 EFFECTIVE DATE: _____ IDT'S SUBMITTED: # _____
 DATE TRANSMITTED: _____ PROPERLY GAINED: Y or N
 ERROR RPT CODES: _____ IDT DATES IN QUESTION: _____
 ERROR RPT REMARKS: _____
 _____ TYPE OF IDT: _____

THOROUGH DESCRIPTION OF PROBLEM: (use back if necessary) _____

REDCOM 11 RESEARCH

GAIN/TRF PROBLEMS

IDT PROBLEMS

RHS Y or N SC= _____ IMAP: Y or N RHS: Y or N DFAS: Y or N
 ALIGNMENT: Y or N DFAS: Y or N IDT IN RECCO: Y or N
 RECCO ERROR CODES: _____ RECCO CODES: _____

RESEARCH RESULTS AND FOLLOW UP: _____

CLOSED _____

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Encl (1)



